

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### **Streator Dependable**

Illinois Manufacturing Extension Center

#### **Streator Dependable Manufacturing Delivers New Business Opportunities with ISO Certification**

##### **Client Profile:**

Streator Dependable Manufacturing manufactures a full line of custom-designed material handling products, such as metal containers, pallets, racks and reels, for large manufacturing operations and Fortune 500 companies. The company employs 100 people at its facility in Streator, Illinois.

##### **Situation:**

Looking to improve overall operations, enhance quality, acquire new customers and diversify the business, Streator Dependable approached the Illinois Manufacturing Extension Center (IMEC), a NIST MEP network affiliate, for help in developing a robust quality management system and achieving registration to the ISO 9001:2000 standard. Along the way, the company encountered several obstacles: struggles with corrective action and root cause analysis, layoffs and production cutbacks caused by the economic downturn, and a change in ISO standards to the new 9001:2008 system.

##### **Solution:**

Working onsite with Streator Dependable's quality manager, Nathan Hovious, IMEC performed a gap analysis to compare existing quality levels to ISO standards, developed a road map for certification, and conducted a rapid tutorial on root cause analysis. When the economy pulled focus and resources away from ISO registration, IMEC kept the momentum going, reviewing internal records and systems to ensure the company was ready for its audit. Finally, when the standard changed to ISO 9001:2008, IMEC helped to quickly modify the necessary documents, enabling Streator Dependable to achieve registration to the new standard on schedule.

##### **Results:**

- \* Achieved ISO 9001:2008 certification.
- \* Projected results:
  - Sales increase of \$1 million.
  - Save \$30,000 in labor and materials.
  - Reduce rework.

##### **Testimonial:**

"IMEC understands what a small, privately held business goes through on a day-to-day basis, and their people have real-life experience in manufacturing settings. They could go back to their history working with other small companies and relate those experiences to our situation."

Mark Lambole, National Sales Manager

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